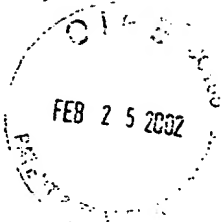


RY  
SECTION  
MIRICK O'CONNELL  
ATTORNEYS AT LAW  
MIRICK, O'CONNELL, DEMALLIE & LOUGEE, LLP



February 4, 2002

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ORIGINALLY FILED

Box Missing Parts  
Assistant Commissioner for Patents  
Washington, DC 20231

Re: Applicant: Suriyan Lohavichan  
Serial No.: 09/994,581  
Filed: November 27, 2001  
For: Web-Based Survey Method for Measuring Customer Service Response  
Examiner:  
Group: 2161  
Docket No.: IBC/001/US

Dear Sir:

Enclosed is a Declaration and Power of Attorney in response to the Notice to File Missing Parts of Nonprovisional Application mailed on December 14, 2001, in the subject application. Also enclosed please find a check in the amount of \$435.00 for a small entity filing fee.

If for any reason this response is found to be incomplete, or if at any time it appears that a telephone conference with counsel would help advance prosecution, please telephone the undersigned in Westborough, Massachusetts (508) 898-1501.

If any payment during prosecution is found to be insufficient or if any overpayment is found, please charge any deficiency or credit any overpayment to my deposit account number 50-1582. A copy of this letter is enclosed for use by the Finance Branch in the event that it is necessary to make any charge or credit to my deposit account.

MIRICK O'CONNELL

WORCESTER, MA 01608-1477  
508-791-8500 • FAX 508-791-8502

1700 WEST PARK DRIVE  
WESTBOROUGH, MA 01581-3941  
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BOSTON, MA 02110-1263  
617-261-2417 • FAX 617-261-2418

MIRICK O'CONNELL

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February 4, 2002

Page 2

Kindly acknowledge receipt of the foregoing by returning the enclosed self-addressed postcard.

Very truly yours,



Brian M. Dingman

BMD/jgm  
Enclosures

#3



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/994,581	11/27/2001	Suriyan Lohavichan	IBC/001/US

CONFIRMATION NO. 7313

## FORMALITIES LETTER



\*OC000000007199266\*

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MIRICK O'CONNELL  
1700 WEST PARK DRIVE  
WESTBOROUGH, MA 01581-3941

Date Mailed: 12/14/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.  
*Applicant must submit \$ 740 to complete the basic filing fee for a non-small entity. If appropriate, applicant may make a written assertion of entitlement to small entity status and pay the small entity filing fee (37 CFR 1.27).*
- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 870.**

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE